

* CUSTOM *



Dart Aerospace Ltd.
1270 Aberdeen St
Hawkesbury, ON
K6A 1K7
Canada

Tel (613) 632-5200

647.1401
Job Sheet 169107



Part No: 647.1401

Job Qty: 2 ea

Part Name: Upper Cutter Assembly



Part Weight: 0 lbs

Status: Scheduled

Job Created: 11/30/17

Job Tracking No:

Due Date: 12/8/17

Created By: Mario Poulin

Type: SOLD

Description: custom w/o

Note: DWG REV C IPP REV:A 12.10.04 NEW ISSUE DD VERF:JLM

Ship Via:

Pto →
NCR 17-6707
Priority: High
ECL # 17-137/131

Bill of Materials

Job Routing

Op No	Operation	Qty	Start Date	Due Date	Standard		Workcenter/Supplier		Sign-off
					Setup hrs	Run Hrs	Workcenter / Supplier	Lead Time	
90	Start up Operation	2 Ea		12/7/17	0.00	0.00	Start Up Stores/Pkg-2		
110	Packaging	2 pcs		12/7/17	0.00	0.00	Packaging1-1		
120	Small Fab	2 pcs		12/8/17	0.00	1.00	Small Fab-1		
130	QC	2 pcs		12/8/17	0.00	0.00	QC5		
140	Packaging	2 pcs		12/8/17	0.00	0.00	Packaging3-1		
150	QC21-SA	2 Ea		12/8/17	0.00	0.00	QC21		

Part Op 120 - Assemble as per dwg and apply loctite 598 on all faying surfaces per note 2. A/R RTV LOCTITE

Descriptions: 598: exp. date:

140 - ***IDENTIFY AS PER APICAL MPP-120 BY STAMPING THE P# AND REV***

DEC 14 2017

Job Allocations

Operation	Component Part	Required	Inventory	Allocated	Std Qty
90-Start up Operation	646.9701 5020916 1K	2	3	0	0
	647.1510 P163292	2	6	0	0
	MS21042L08 FM138333.3	6	1,001	0	0
	MS27039-08-19 5006968	6	845	0	0
	NAS1149FN832P 5020604	12	3,748	0	0

Part Specifications

Specifications could not be found.

Plex 11/30/17 3:58 PM dart.poulin.mario

646.9701 USE B: 169108

DART
AEROSPACE
S021274



Upper Cutter Assembly

PART NO: 647.1401

Revision:

Operation: Start up Operation

Change No:

Mfg Date: 12/13/17

Job No: 169107

Dart Aerospace Ltd.

1270 Aberdeen Street
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CANADA

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www.dartaerospace.com

647.1401/31
NOV 14 2017
169107

DQA: _____ Date: _____

**WORK ORDER NON-CONFORMANCE / UPDATE**

QA Closed: _____ Date: _____

Work Order update only ☐

Work Order: _____ Part No. _____ NCR No. _____		DISPOSITION		AGAINST DEPARTMENT/PROCESS					
		Rework ☒ Scrap ☐ Use-as-is ☐ Suspected Unapproved ☐		Skid-tube ☐ Machining ☐ Thermoforming ☐ Large Fab ☐	Cross tube ☐ Small Fab ☐ Finishing ☐ Composite ☐	Water Jet ☐ Prod. Eng. Coord. ☐ Rec/Store/Packaging ☐ Supplier ☐	Engineering ☒ Quality ☐ Other ☐		
Date : <u>2017/12/14</u>		Step #:		QTY Effective :			MRB (QSI042) Approval <u>5 17/12/14</u> <u>Per ATTACH E-mail</u>		
Description Work Order Deviation				Disposition				Completed By	
Due to customer complaint Regarding Fit issue with with 647.1401 upper cutter Assy to 647.2111 upper Rail * Drawings Do not match. Re Drawing issue				= ATTACHED APPROVAL to MODIFIED HOLE PATTERN ON 647.1401 to MATCH 647.2111 FROM PALBO. * MODIFIED PART * SEE NCR <u>17-6707</u> <u>ECR 17-137/138</u>				Lead hand / Supervisor Approval Verification	
								QC / QA Coordinator Approval	
								<u>5 17/12/14</u>	
Root Cause		FAULT CATEGORY							
Environment ☐	No Re-verification ☐	Pressure/Forced ☐	Temperature/Cure ☐	Power Loss/Surge ☐	Positioned Wrong ☐				
Design ☐	Operator ☐	Bending ☐	Set-up ☐	Folio/Program ☐	Outside Dimensions ☐				
Doc/Data ☒	Offset/Setup ☐	Centre Not Concentric ☐	BOM/Route ☐	Grain ☐	Over/Under tolerance ☐				
Equip/Tooling ☐	Supplier ☐	Cracks ☐	Broken/Damage/Defect ☐	Weld ☐	Part Incorrect ☐				
Handling/Pre ☐	Training ☐	Crimp/Kink/Ripple/Wave ☐	Inspection Incomplete/Unqualified ☐	Wrong Stock Pulled ☐	Part Lost/Missing ☐				
Material ☐	Use for Testing ☐	Cuffs ☐	Contamination ☐	Out of Sequence ☐	Part Moved ☐				
Internal Transport ☐	Poor Information ☐	Crushing ☐	Countersink ☐	Off-set ☐	Drawing ☐				
Tribal Knowledge ☐	Rushing ☐	Heat Treat ☐	Cut Too Short ☐	Mislabeled ☐	Finish ☐				
LOA ☐	Product Improvement ☐	Wave/Twist in Tube ☐	Instructions Incomplete/Unclear ☐	☒ Fit/Function	Misread ☐				
Substation ☐	Process Improvement ☐	Marks/Chatter ☐	Drill Holes ☐	Misaligned/off center ☐	Turning Sequence ☐				
Past Expiry Date ☐	Manufacturing Process ☐	OTHER :							
Misidentified ☐	Past Due ☐								

Eric Downing

From: Marc Bellavance
Sent: Wednesday, December 13, 2017 8:26 AM
To: Eric Downing
Cc: Patrick Duval; Marcel Daviau; Pablo Bravo
Subject: FW: PO-037262-2017 / Shipping No: 00624 / Tracking No. 1Z6645W10499697855

Eric,

Is this the approval you needed from Pablo?

Please advise.

Thanks,
Marc

From: Marc Bellavance
Sent: Tuesday, December 12, 2017 5:28 PM
To: Pablo Bravo <pbravo@dartaero.com>
Cc: Eric Downing <edowning@dartaero.com>; Patrick Duval <pduval@dartaero.com>; Marcel Daviau <mdaviau@dartaero.com>
Subject: Re: PO-037262-2017 / Shipping No: 00624 / Tracking No. 1Z6645W10499697855

Thanks Pablo.

~~This is my recollection too. And we already have an NCR for this. I'm thinking that whoever issues the Form One needs~~
to explain how the part deviates. My suggestion: hole pattern at the base of the cutter corrected to match 647.2111 Rail. Something like that's.

Marc
Sent from my iPhone

On Dec 12, 2017, at 17:25, Pablo Bravo <pbravo@dartaero.com> wrote:

Hi Marc,

The deviation looks acceptable to me. How do you want to handle this? In instances like these, QC has issued an NCR to cover the parts and then explained the deviation within the NCR.

-Pablo

From: Marc Bellavance
Sent: Tuesday, December 12, 2017 2:22 PM
To: Pablo Bravo <pbravo@dartaero.com>
Cc: Eric Downing <edowning@dartaero.com>; Patrick Duval <pduval@dartaero.com>; Marcel Daviau <mdaviau@dartaero.com>
Subject: FW: PO-037262-2017 / Shipping No: 00624 / Tracking No. 1Z6645W10499697855
Importance: High

Hi Pablo,

Please reference issue below (date stamp Thursday, November 30, 2017 11:17 AM highlighted in yellow). The PDFs referenced in that email are attached. I've also attached copies of the ECR I will be addressing.

We had customer made cutter bases manufactured for the 2 customers experiencing fit issues. I've attached a photo showing that the cutter now fits the 647.2111 rail. However, Quality advised that they cannot issue an Form One for the part unless you provide some sort of approval on the minor deviation. We're looking at shipping the replacement upper cutter assy on Thursday so we need your approval. Can you please review and respond?

Feel free to call me if you want to discuss further.

Heading home but you can reach me at 613 677-4570.

Cheers,
Marc

Note:

This is a VERY hot case, especially with a customer (ADAC) who is not impressed. Our response is impacting future prospect and we really need to be responsive. Alain, SteveG and Adrien are really pushing for a resolution on this.

From: Jacob Becker

Sent: Thursday, November 30, 2017 6:53 PM

To: Marc Bellavance <mbellavance@dartaero.com>

Cc: Linda Lacelle <llacelle@dartaero.com>; Mario Poulin <mpoulin@dartaero.com>; Jean-Luc Menard <jmenard@dartaero.com>; Lisa McMachen <lmcmachen@dartaero.com>; Marcel Daviau <mdaviau@dartaero.com>; Sian Willems <swillems@dartaero.com>

Subject: RE: PO-037262-2017 / Shipping No: 00624 / Tracking No. 1Z6645W10499697855

Hi Marc,

The 647.1400 drawing definitely needs to be updated to fix the issue you have described below. It should be the 646.9701 cutter sub assembly as the bubble references in the view.

There is definitely a mix up in the BOM. There also is no description for F/N 7 on the cutter assembly drawing.

-Jacob

From: Marc Bellavance

Sent: Thursday, November 30, 2017 11:17 AM

To: Jacob Becker <JBecker@dartaero.com>

Cc: Linda Lacelle <llacelle@dartaero.com>; Mario Poulin <mpoulin@dartaero.com>; Jean-Luc Menard <jmenard@dartaero.com>; Lisa McMachen <lmcmachen@dartaero.com>; Marcel Daviau <mdaviau@dartaero.com>; Sian Willems <swillems@dartaero.com>

Subject: FW: PO-037262-2017 / Shipping No: 00624 / Tracking No. 1Z6645W10499697855

Hi Jacob,

This is about Customer Support Cases 10132 and 10133. Customer reported that the hole pattern in 647.1401 Upper Cutter Assy does not match the hole pattern on existing aircraft rail. Quality reported the same issue trying to test fit 647.1401 Upper Cutter Assy onto 647.2111 Upper Rail.

Upon closer look, there is another issue with 647.1401 Upper Cutter pulled onto 647.1301/.1302 CCKs: Per 647.1400 drawing, the Cutter Sub Assy of 647.1401 Upper Cutter is of P/N 646.9703. The latter pulls 646.9713 Body which features 5 mounting holes and made for installation into a u-channel type rail. This configuration cannot fit the 647.2111 Upper Rail (or existing similar L-shaped rail factory installed by Airbus). Not sure how this happened but the 647.1401 Upper Cutter found in stock and the one sent to our customer features a 646.9701 Cutter Sub Assy which pulls a 646.9710 Body. The latter features 4 mounting holes and a channel to fit an L-shaped rail (like 647.2111 Upper Rail). However, as per the issue outlined above, the hole pattern does not match the 647.2111 Upper Rail.

Please see attached PDFs where one of them is showing a SolidWorks screenshot where the mounting holes on 646.9710 were corrected to match the 647.2111 Upper Rail. The other PDF offers red lines for manufacturing purposes.

We have 2 customers with the same issue so please approve manufacturing of qty(2) custom-made 646.9710. Changes highlighted in 646.9710 Marcups.pdf.

An ECR is in the works. We will also need to put 647.1300/.1301/.1302 and 647.1400/.1401 under review.

Regards,

MARC BELLAVANCE

Mechanical Designer / Technical Support

DART AEROSPACE

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M 1 613 676 0992 > Customer Support

M 1 613 677 4570 > Direct

F 1 613 632 9311

S [marcbellavance](mailto:marcbellavance@dartaero.com)

1 800 556- 4166

www.dartaerospace.com

<image001.jpg>

Technical Publications: Verify Revision Status/Download [HERE!](#)

From: Patrick Duval

Sent: Wednesday, November 29, 2017 6:41 PM

To: Marc Bellavance <mbellavance@dartaero.com>; Linda Lacelle <llacelle@dartaero.com>; Mario Poulin <mpoulin@dartaero.com>; Jean-Luc Menard <jmenard@dartaero.com>

Cc: Lisa McMachen <lmcmachen@dartaero.com>; Marcel Daviau <mdaviau@dartaero.com>

Subject: RE: PO-037262-2017 / Shipping No: 00624 / Tracking No. 1Z6645W10499697855

Sorry, I forgot we will also need to replace the p-seal 601.3011

Pat.D

From: Patrick Duval

Sent: Wednesday, November 29, 2017 5:58 PM

To: Marc Bellavance <mbellavance@dartaero.com>; Linda Lacelle <llacelle@dartaero.com>; Mario Poulin <mpoulin@dartaero.com>; Jean-Luc Menard (<jmenard@dartaero.com>)

Cc: Lisa McMachen <lmcmachen@dartaero.com>; Marcel Daviau <mdaviau@dartaero.com>

Subject: RE: PO-037262-2017 / Shipping No: 00624 / Tracking No. 1Z6645W10499697855

Linda/Mario,

I will bring the kit back to packaging in order to ship by Friday, but the following is needed

- Kit will need to be completely repackage using the Dart plastic bags.
- Parts to be added are:
 - 647.1402 (Replacement)
 - 601.2198 qty3
 - 600.1012 qty 1
 - 600.0991 qty 1
 - 600.0990 qty 1
 - 601.1983 qty 4

I will also want a QC4 to be perform before closing of the box, just to make sure we didn't miss anything.

Pat Duval

QC Coordinator

T: 1-613-632-5200 ext. 288

F: 1-613-632-5246

www.dartaero.com

pduval@dartaero.com

<image002.jpg>

From: Marc Bellavance

Sent: Wednesday, November 29, 2017 3:49 PM

To: Linda Lacelle <llacelle@dartaero.com>; Mario Poulin <mpoulin@dartaero.com>

Cc: Lewis Brooks <lbrooks@dartaero.com>; Sian Willems <swillems@dartaero.com>; Ryan Williamson <rwilliamson@dartaero.com>; Adrien Dillard <adillard@dartaero.com>; Steve SG. Ghaleb <sghaleb@dartaero.com>; Patrick Duval <pduval@dartaero.com>; Support San Diego <support.ca@dartaero.com>; Lisa McMachen <lmcmachen@dartaero.com>; Kinga Lysiak <klysiak@dartaero.com>

Subject: RE: PO-037262-2017 / Shipping No: 00624 / Tracking No. 1Z6645W10499697855

Importance: High

Linda/Mario,

Here's a recap on the recent situation brought to my attention earlier today:

- Kit P/N 647.1301 is for the most part complete however:
 - Some hardware is missing.
 - Corrosion damage was found on Lower Cutter P/N 647.1402.

- Upper Cutter P/N 647.1401 cannot be fastened to 647.2111 Upper Rail (the hole pattern at the base of P/N 647.1401 does not match the hole pattern on P/N 647.2111).

Short Term Solution:

- Addition of missing hardware to Kit P/N 647.1301 and replace shelf-life parts.
- Build a replacement 647.1402 Lower Cutter and scrap parts that are corroded. This is needed tomorrow or by Friday.
- Customer Support would like to proceed with partial shipment on December 1 (latest) of Kit P/N 647.1301 minus 647.1401 Cutter Assy (Upper).
- DART to manufacture a 647.1401 Cutter Assy (Upper) that shares the same hole pattern as the one found on 647.2111 Upper Rail and aircraft on a custom work order. As discussed, lead time is a minimum of 2 weeks (programming, machining, anodizing, and final assy). Note that we have another CCK with same hole pattern issue (NHV).

Long Term Solution:

DART to revise its manufacturing drawing to ensure 647.1401 Cutter Assy (Upper) shares the same hole pattern as the one found on 647.2111 Upper Rail and aircraft.

Please confirm that:

1. We can partial ship Kit P/N 647.1301 as outlined in "Short Term Solution" presented above by December 1.
2. We can ship custom made 647.1401 Cutter Assy (Upper) in 2 weeks from now.

Thanks,
Marc

From: Marc Bellavance

Sent: Monday, November 27, 2017 6:38 PM

To: Steve SG. Ghaleb <sghaleb@dartaero.com>

Cc: Linda Lacelle <llacelle@dartaero.com>; Mario Poulin <mpoulin@dartaero.com>; Lewis Brooks <lbrooks@dartaero.com>; Sian Willems <swillems@dartaero.com>; Ryan Williamson <rwilliamson@dartaero.com>; Adrien Dillard <adillard@dartaero.com>

Subject: Re: PO-037262-2017 / Shipping No: 00624 / Tracking No. 1Z6645W10499697855

Action for this is on Quality/Manufacturing. I will inform our customer of our plan by email and confirm timeline with customer as soon as I have a ship date confirmed by Manufacturing.

Marc
Sent from my iPhone

On Nov 27, 2017, at 18:35, Steve SG. Ghaleb <sghaleb@dartaero.com> wrote:

Thanks Marc.

Who has that action? We need to confirm first thing in the morning if the kit is complete...if not, we need to get it complete ASAP.

We need to let the customer know our exact plan of action and timeline immediately.

Thanks
Steve

From: Marc Bellavance
Sent: November 27, 2017 6:33 PM
To: Steve SG. Ghaleb <sghaleb@dartaero.com>
Cc: Linda Lacelle <llacelle@dartaero.com>; Mario Poulin <mpoulin@dartaero.com>; Lewis Brooks <lbrooks@dartaero.com>; Sian Willems <swillems@dartaero.com>; Ryan Williamson <rwilliamson@dartaero.com>; Adrien Dillard <adillard@dartaero.com>
Subject: Re: PO-037262-2017 / Shipping No: 00624 / Tracking No. 1Z6645W10499697855

Steve,

We need to inventory the kit we have in stock ASAP. If complete, then we ship. If incomplete, then we need it completed and shipped ASAP. We can take care of having their incomplete kit returned on an RMA later...

Marc
Sent from my iPhone

On Nov 27, 2017, at 18:10, Steve SG. Ghaleb <sghaleb@dartaero.com> wrote:

Team,

We need a resolution for this fast. This is a highly critical customer and opportunity.

What is the next step and how fast can we get this resolved?

Steve

From: Marc Bellavance <mbellavance@dartaero.com>
Date: 27 November 2017 at 17:17:45 GMT
To: Linda Lacelle <llacelle@dartaero.com>, Mario Poulin <mpoulin@dartaero.com>, Patrick Duval <pduval@dartaero.com>, Eric Downing <edowning@dartaero.com>
Cc: Lewis Brooks <lbrooks@dartaero.com>, Sian Willems <swillems@dartaero.com>, Lisa McMachen <lmcmachen@dartaero.com>, Support Hawkesbury <support.on@dartaero.com>
Subject: RE: PO-037262-2017 / Shipping No: 00624 / Tracking No. 1Z6645W10499697855

Thanks Linda!

So what do you suggest here:

1. Should we build a new kit from scratch and send to customer?

2. Or have customer inventory what he received and we provide what is missing?

Due to the urgency, Option 1 is probably the best so what would be our lead time here? Either way, Customer Support Case # 10124 opened, NCR to follow...

Marc

From: Linda Lacelle
Sent: Monday, November 27, 2017 12:09 PM
To: Marc Bellavance <mbellavance@dartaero.com>; Mario Poulin <mpoulin@dartaero.com>; Patrick Duval <pduval@dartaero.com>; Eric Downing <edowning@dartaero.com>
Cc: Lewis Brooks <lbrooks@dartaero.com>; Sian Willems <swillems@dartaero.com>; Lisa McMachen <lmcmachen@dartaero.com>; Support Hawkesbury <support.on@dartaero.com>
Subject: RE: PO-037262-2017 / Shipping No: 00624 / Tracking No. 1Z6645W10499697855

All I can tell you, that this was long time ago and it sat open with a w/o to add parts, and didn't get done until Sept...not sure anyone actually checked to see if it was up to date...same goes for the other kit in stock

L

From: Marc Bellavance
Sent: Monday, November 27, 2017 12:06 PM
To: Linda Lacelle <llacelle@dartaero.com>; Mario Poulin <mpoulin@dartaero.com>; Patrick Duval <pduval@dartaero.com>; Eric Downing <edowning@dartaero.com>
Cc: Lewis Brooks <lbrooks@dartaero.com>; Sian Willems <swillems@dartaero.com>; Lisa McMachen <lmcmachen@dartaero.com>; Support Hawkesbury <support.on@dartaero.com>
Subject: RE: PO-037262-2017 / Shipping No: 00624 / Tracking No. 1Z6645W10499697855

Can someone please provide me with an update on this?

Marc

From: Support Hawkesbury
Sent: Friday, November 24, 2017 9:42 AM
To: Linda Lacelle <llacelle@dartaero.com>; Mario Poulin <mpoulin@dartaero.com>; Patrick Duval <pduval@dartaero.com>; Eric Downing <edowning@dartaero.com>
Cc: Support Hawkesbury <support.on@dartaero.com>; Lewis Brooks <lbrooks@dartaero.com>; Sian Willems <swillems@dartaero.com>; Lisa McMachen <lmcmachen@dartaero.com>
Subject: FW: PO-037262-2017 / Shipping No: 00624 / Tracking No. 1Z6645W10499697855
Importance: High

All,

Per email below, customer claims to have received an incomplete 647.1031 CCK Kit; for the most part, the fixed provisions would be missing from their kit.

We have qty(1) 647.1031 in stock. Can we please verify completeness asap?

Marc

From: Lewis Brooks
Sent: Thursday, November 23, 2017 11:16 AM
To: Support Hawkesbury <support.on@dartaero.com>
Subject: RE: PO-037262-2017 / Shipping No: 00624 / Tracking No. 1Z6645W10499697855
Importance: High

Hey Marc,

As this is an AOG can we ship the other kit we have in stock, while we work out what happened with the other one?

Thanks
Lewis

From: Support Hawkesbury
Sent: Wednesday, November 22, 2017 7:37 PM
To: Lewis Brooks <lbrooks@dartaero.com>
Cc: Support Hawkesbury <support.on@dartaero.com>
Subject: RE: PO-037262-2017 / Shipping No: 00624 / Tracking No. 1Z6645W10499697855

Hey Lewis,

Looking into this one; sorry for the delay.

Cheers,

MARC BELLAVANCE

Mechanical Designer / Technical Support

DART AEROSPACE

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M 1 613 677 4570 > Direct

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S marcbellavance

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<image001.jpg>

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From: Lewis Brooks

Sent: Thursday, November 16, 2017 8:54 AM

To: Support Hawkesbury <support.on@dartaero.com>

Subject: FW: PO-037262-2017 / Shipping No: 00624 /
Tracking No. 1Z6645W10499697855

Hi Team,

We shipped a 647.1031 kit to ADAC below, but it
doesn't seem to have any fixed parts and some of the
deflectors are missing.

I believe we have another kit in stock, is it possible to
double check to see if there's anything else that
should've been sent?

Thanks

Best regards,

Lewis Brooks

Inside Sales Representative

EMEA, Russia & CIS

<image002.png>

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<image001.jpg>

From: Kippnich, Markus [<mailto:Markus.Kippnich@alt-heliservice.de>]
Sent: Thursday, November 16, 2017 12:56 PM
To: Oliver Heliswiss <oliver@heliswiss.es>
Cc: Ackenhausen, Marco <Marco.Ackenhausen@alt-heliservice.de>; Dart Sales Heliswiss <dartsales@heliswiss.es>; Lewis Brooks <lbrooks@dartaero.com>
Subject: PO-037262-2017 / Shipping No: 00624 / Tracking No. 1Z6645W10499697855

Hello Diego,

pls. find attached the shipping documents and the pictures of the delivered parts.
Can you please check where are the non-delivered parts?

Thank you in advance.

Mit freundlichen Grüßen / Best Regards

Markus Kippnich

Clerk purchasing department
purchasing department

<image003.jpg>

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Authorized Officers: Stephan Günther, Cornel

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EASA Approvals: PART 145 - DE.145.0058

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PART 21 - EASA.21J.368

PART M - DE.MG.0058